



HQ Air Force Personnel
Center

t e g r i t y - S e r v i c e E x c e l l e n c e



Contact Center Brief



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U.S. AIR FORCE

THIS BRIEFING IS UNCLASSIFIED



Overview

-
- 
- Background
 - Today's CONOPS
 - Future



Strategic Goals



■ Vision

Customer service experts available 24/7 with smart tools, organized like an MPF and co-located with AF-level OPRs and approval/disapproval authorities

■ Mission

Leverage technology to execute and integrate personnel operations to support commanders, their people, and personnel field activities

■ Key Objectives

- Serve as the portal for AFPC
- Provide faster/simpler personnel support
- Integrate the delivery of AFPC services
- Support deployed operations

**Transform from Info/Referral Hub
to AF-level MPF functionality**

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Background



- Established by AF/DP in 1999 to grow with vMPF and provide AF-level MPF-like functionality
 - *Manned by overages as an upfront investment in anticipation of significant manpower savings AF wide from vMPF*
 - *Overages not a good idea*
- vMPF development stalled delaying potential manpower savings and vision of MPF-like functionality
 - *Significant manpower savings did not materialize—overages rotating back to the field*
- Evolved into an information/referral hub with some vMPF functionality and some internal AFPC support
 - *Transitioned to a joint military and contractor operation*

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Today's CONOPS

(3 Levels of Service Delivery)



Simple actions or general

- information/questions answered
on the spot

TIER 1
Promotion Line
#, Address
Updates, Web
Site
Navigation
Assistance

More complex questions
web-based transactions
requiring
coordination/approval,
updates, or further
research

TIER 2
Duty History
Update,
AFI/MPFM
Clarification,
Humanitarian
Apps

Complex issues
requiring OPR
intervention

TIER 3
Exception to
Policy Requests,
Military Pay
Issues, RNLTD/
DEROS Change
Requests

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Transition to Contractor OPS

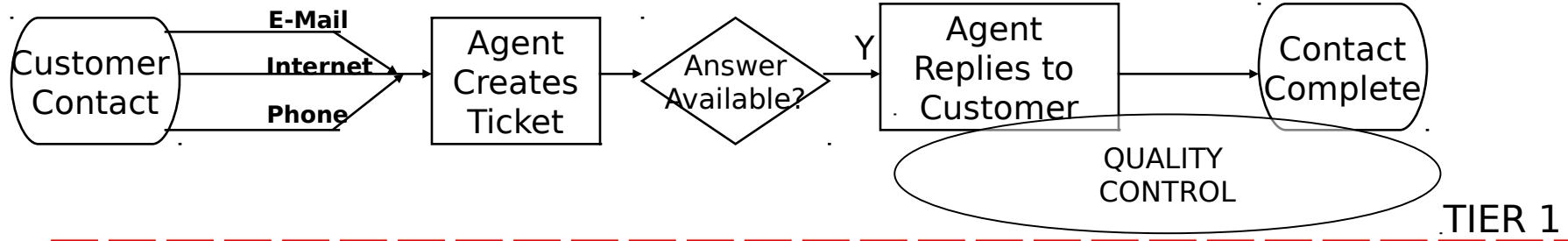


Expectations:

- **Transparent to customer**
- **Contract is for more than just manpower**
 - Innovation to improve customer service
 - Metrics to measure progress
 - Mix of experience and “new blood”
- **Mutually developed game plan for transformation**
- **Currently, 28 Contractors/10 Military**



CONTACT CENTER TICKET PROCESS

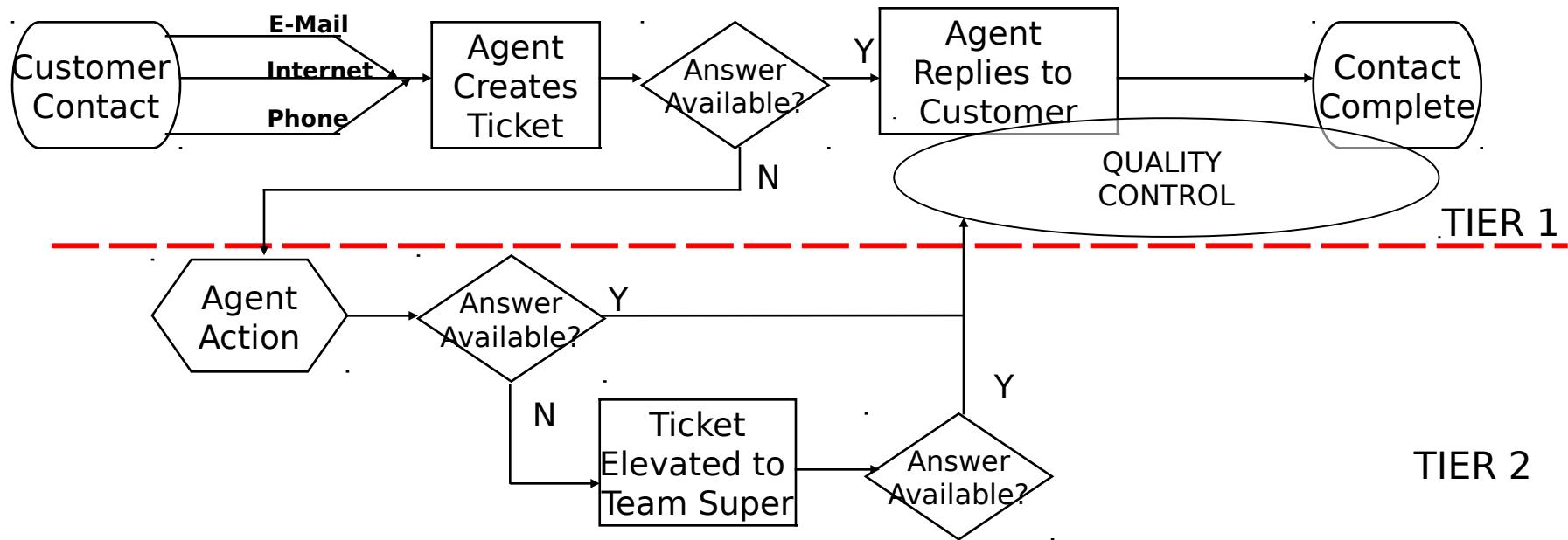


uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions

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CONTACT CENTER TICKET PROCESS

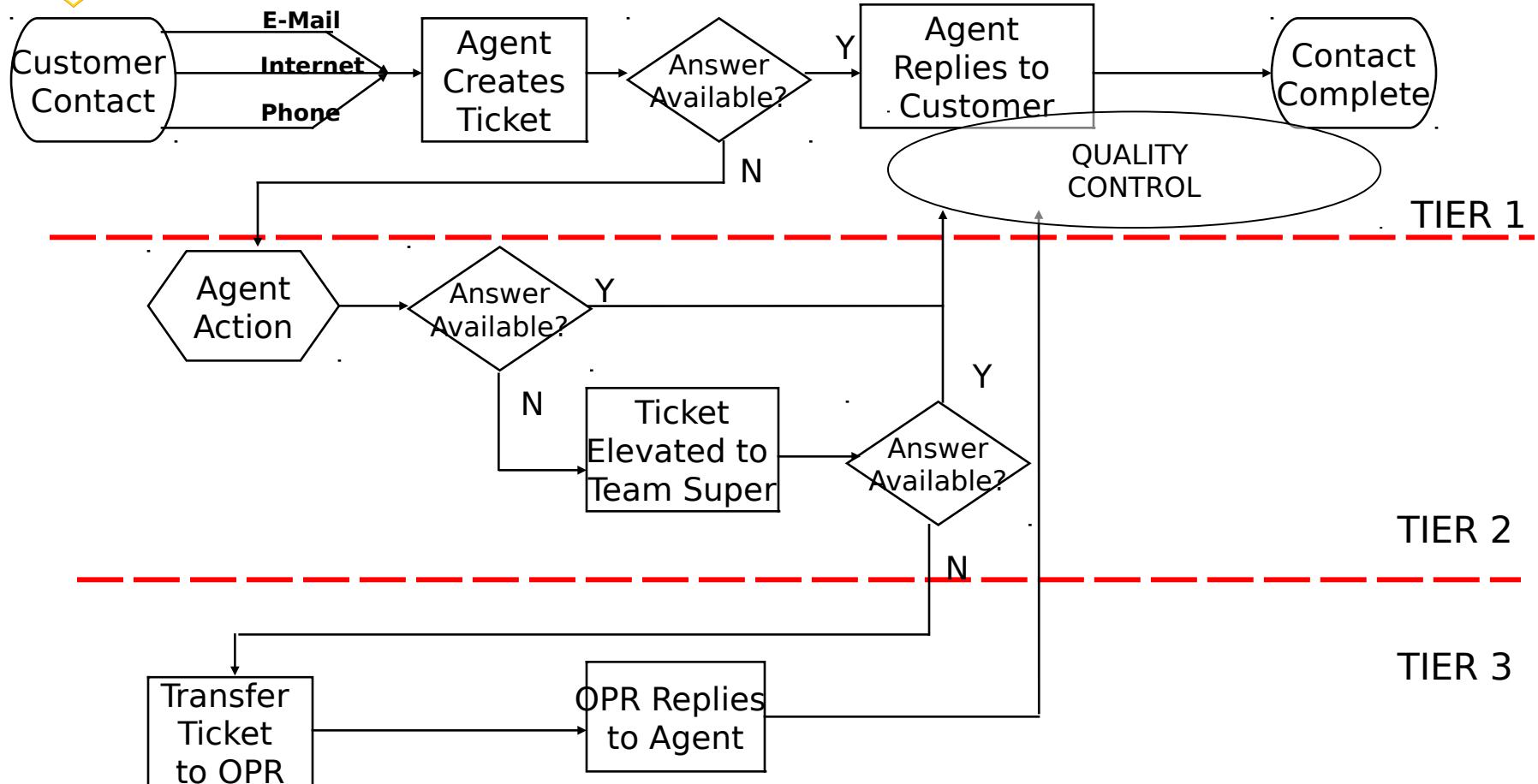


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CONTACT CENTER TICKET PROCESS



uses REMEDY to track each customer's requirement through completion and to record resolution for future reference by agents with similar actions

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Tools for the Trade



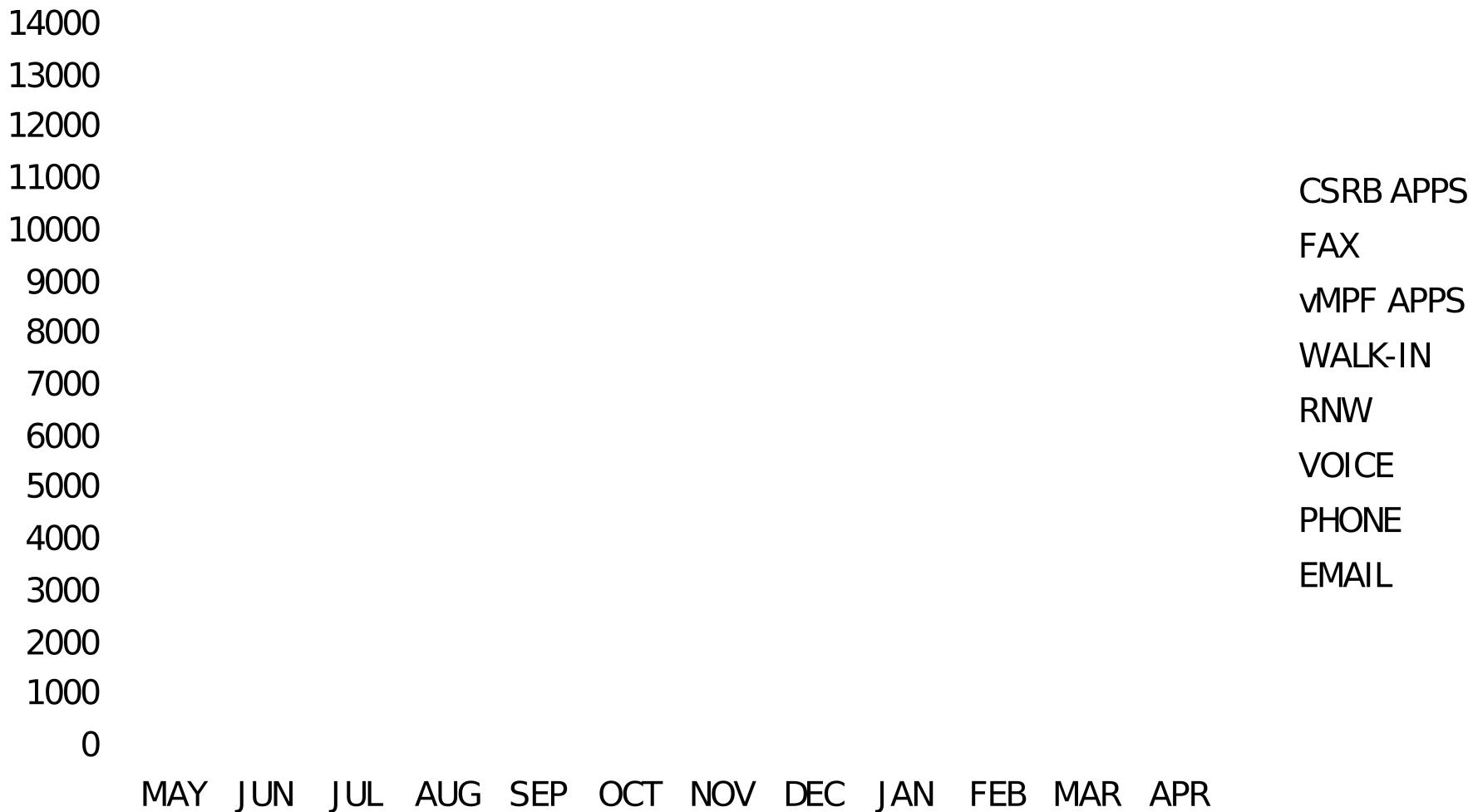
- Remedy Database
- Air Force Instructions Website
- HQ AFPC Home Page
- Rapid Site Locator
- Assignment Mgt System
- National Personnel Record Center
- vMPF Database
- Cisco Voice Over IP
- OPRs/AFPC
- Misc Links

- Casualty Locator
- MPFM/KPL
- Civilian Staffing Specialist
- AFOQT
- MilPDS
- Remedy
- OPRs/Air Staff
- RightNow Web

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Method of Contact



AS OF 30 APR 04

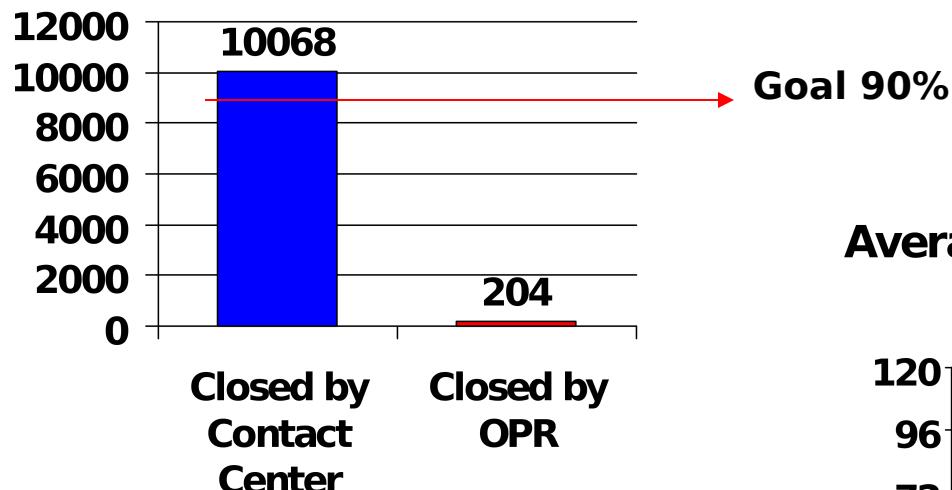


RESPONSIVENESS - APR

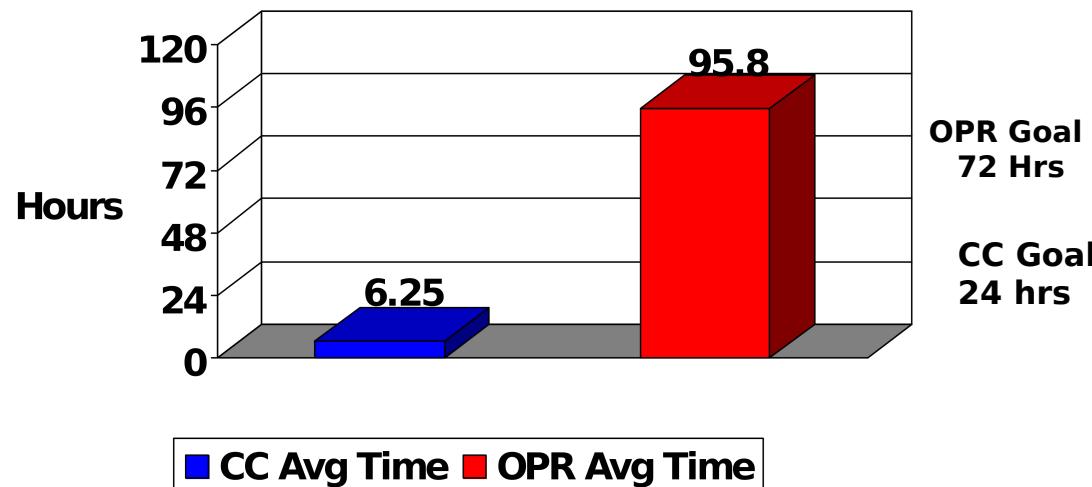
04



Avg Contacts closed out by Contact Center and OPRs



Average Contact Close-Out Time



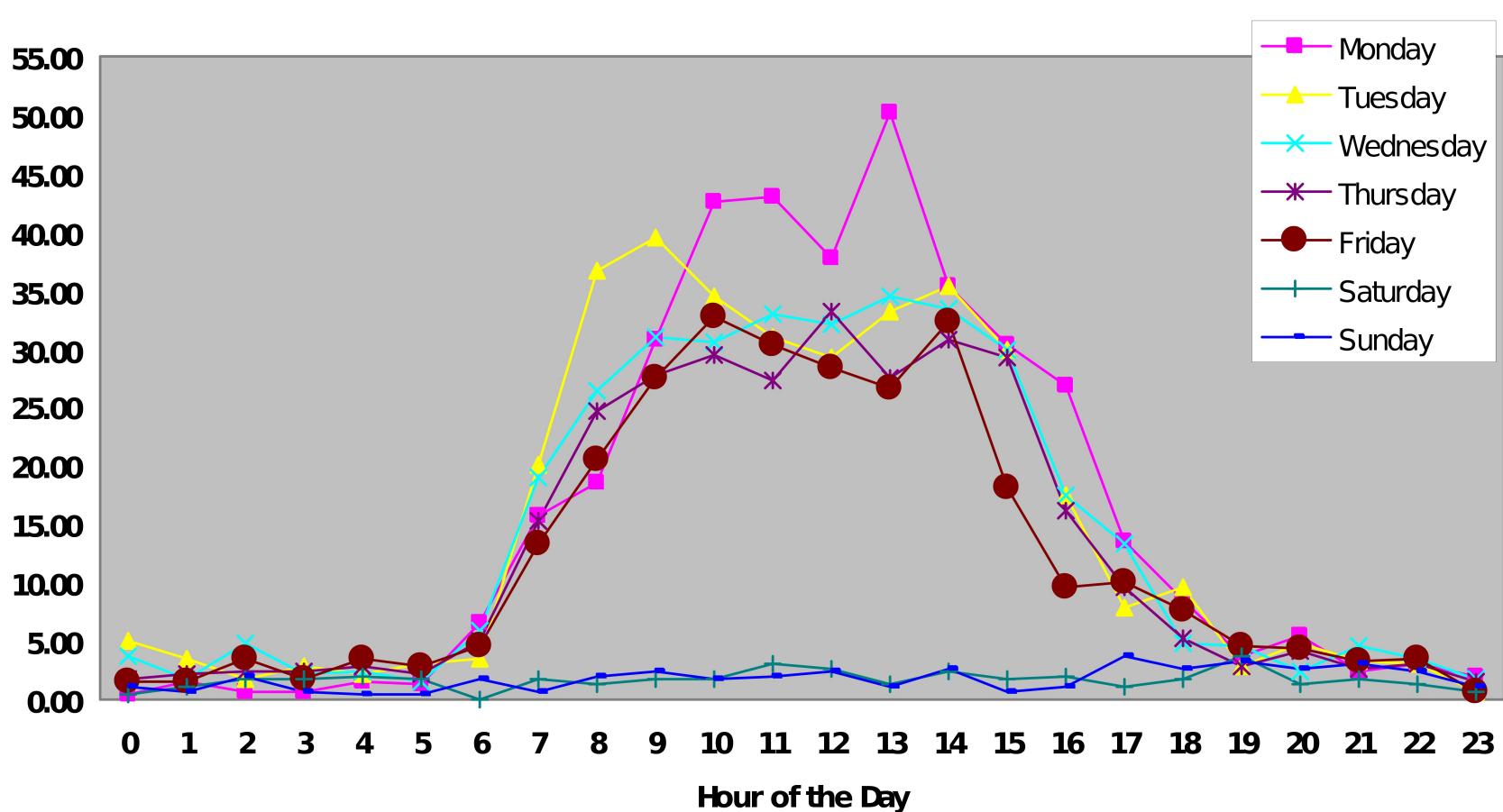


WORKLOAD BY HOUR/DAY OF THE WEEK

APRIL



Average Contacts By Day & Hour



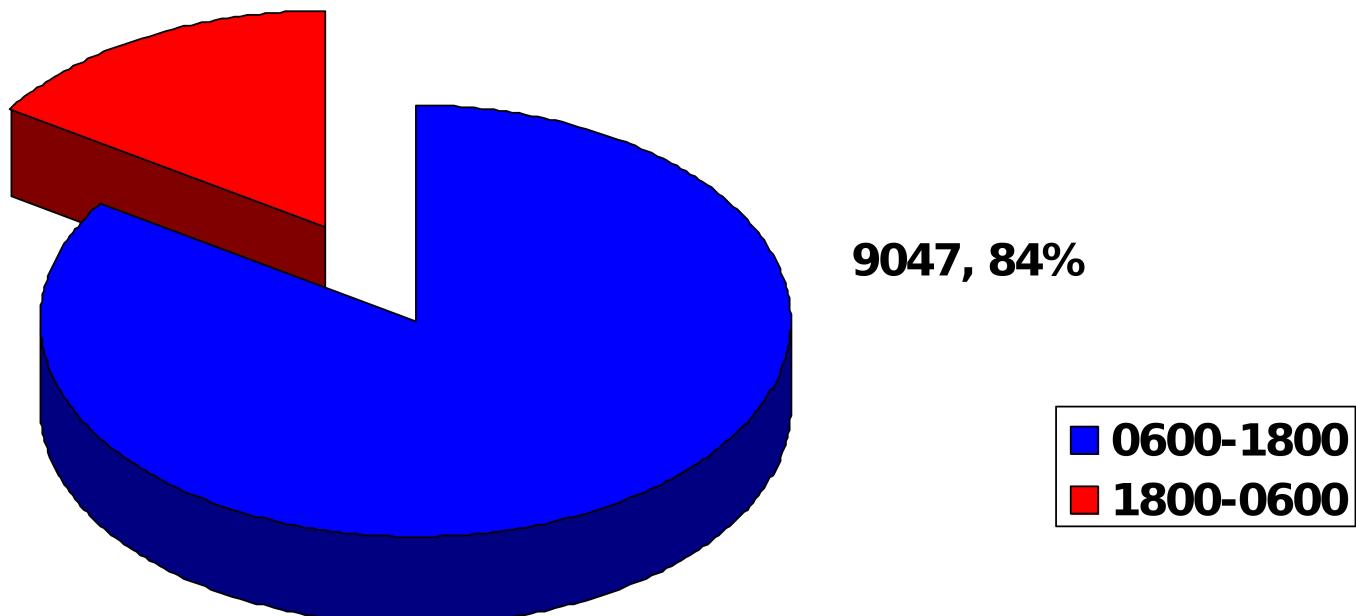


Total Contacts Day/Night (24/7 Is Value Added)



1690, 16%

9047, 84%



■ 0600-1800
■ 1800-0600

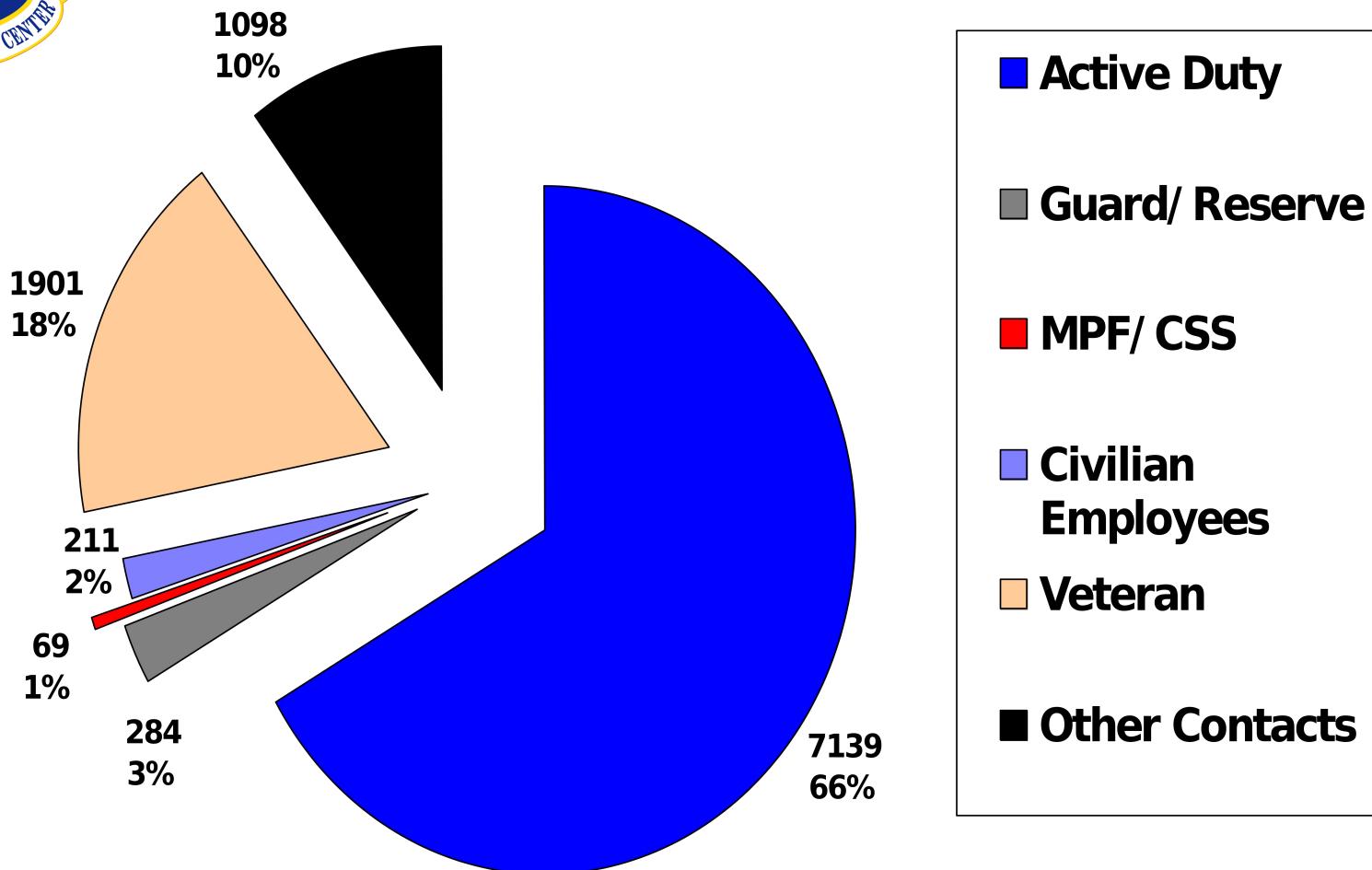
April 2004

Support Forward/Deployed Ops: PACAF/CENTCOM/USAFE/PERSCO

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OUR CUSTOMERS



APR 2004 (10737 Total Contacts)

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What We Are Doing Now



Direct front-line support

- Average per month
 - **11,700** Phone Calls, Chats, Emails
 - **1,300** Accession Pay Problems (in CMS)
 - **80** vMPF Humanitarian/EFMP Applications
 - **2100** vMPF Assignment Notifications
 - **800** vMPF RNLTDEROS Change Request
 - **150** Request for PERSCO 'reach back' support
- Provide Guidance and Support to customers and MPFs

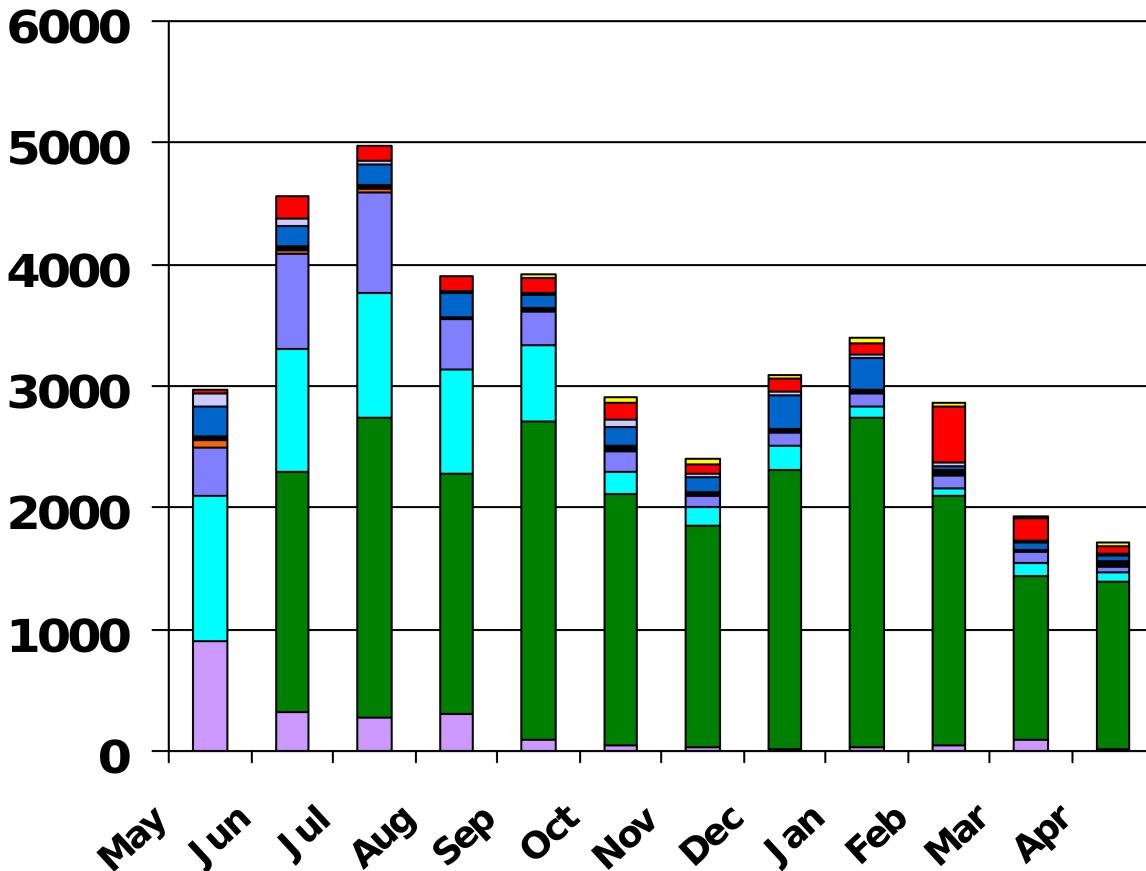
Integrated support

- **DPA** - ACP Customer Support
- **DPA/DPP** - Return to Duty Volunteers
- **DPP** - Air Force Officer Quality Test
- **DPP** - Combat Related Special Compensation
- **DPP** - Korean War Medal Request
- **DPK** - Palace Acquire Applications
- **DPS** - Thrift Saving Plan
- **DPS** - US Citizenship Immigration Service
- **DPW** - Family Member in search of status of possible casualty

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VOLUME BY TYPE OF ACTION



- Family Status**
- US Citizen Immigration Sv**
- Thrift Savings Plan**
- Korean War Sv Mdl**
- AF Off Qualification Test**
- Return to Duty (VRAD)**
- Palace Acquire**
- AMS Help**
- Combat Rel Spec Comp**
- Critical Skills Retention Bonus**

Note: Cyclical nature of some services

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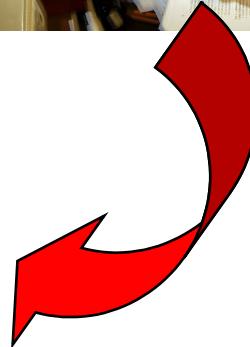
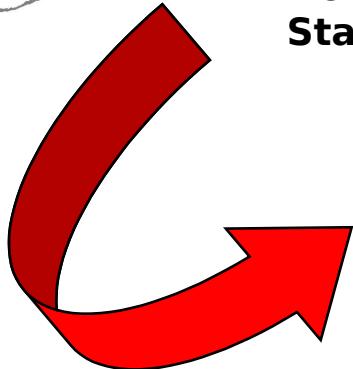


Phase I – Support to PERSCO Teams

(15 Jan 04)



Home
Station



AIR FORCE CONTACT
CENTER

FIELD ASSISTANCE
CENTER

- Update Assignment Preferences
- Update SGLI Forms
- Correct Duty History
- Correct Evals/Decs Errors
- Update Personal info, ie address
- Deployed MPF
- MANPER-B Functionality

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Phase II - Support for vMPF Apps

(15 Mar 04)



- **Contact Center**
 - Increased functionality
 - Realigning work/reducing burden on MPFs
- **Applications mandatory through vMPF**
 - RNLTD/DEROS Changes
 - Humanitarian/EFMP
 - Proof of Service Letter
 - Address/Phone/E-mail Changes

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Phase III – Increased Functionality

(Summer 04) Sneak Preview



- **Working with OPRs/MPFs on taking more work from MPFs**
- **In Coordination – feasibility study in progress:**
 - Erroneous Decoration MiIPDS Updates
 - AF Exp Medal Updates
 - GWOT/KDSM Medal Updates
 - Deployed Evals for Commanders (Workload)
- **Additional Functionality (may require additional resources)**
 - Officer/Enlisted Duty History Updates
 - Records Reviews Process
 - Enlisted Assignment Preference Updates

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POTENTIAL FUNCTIONALITY

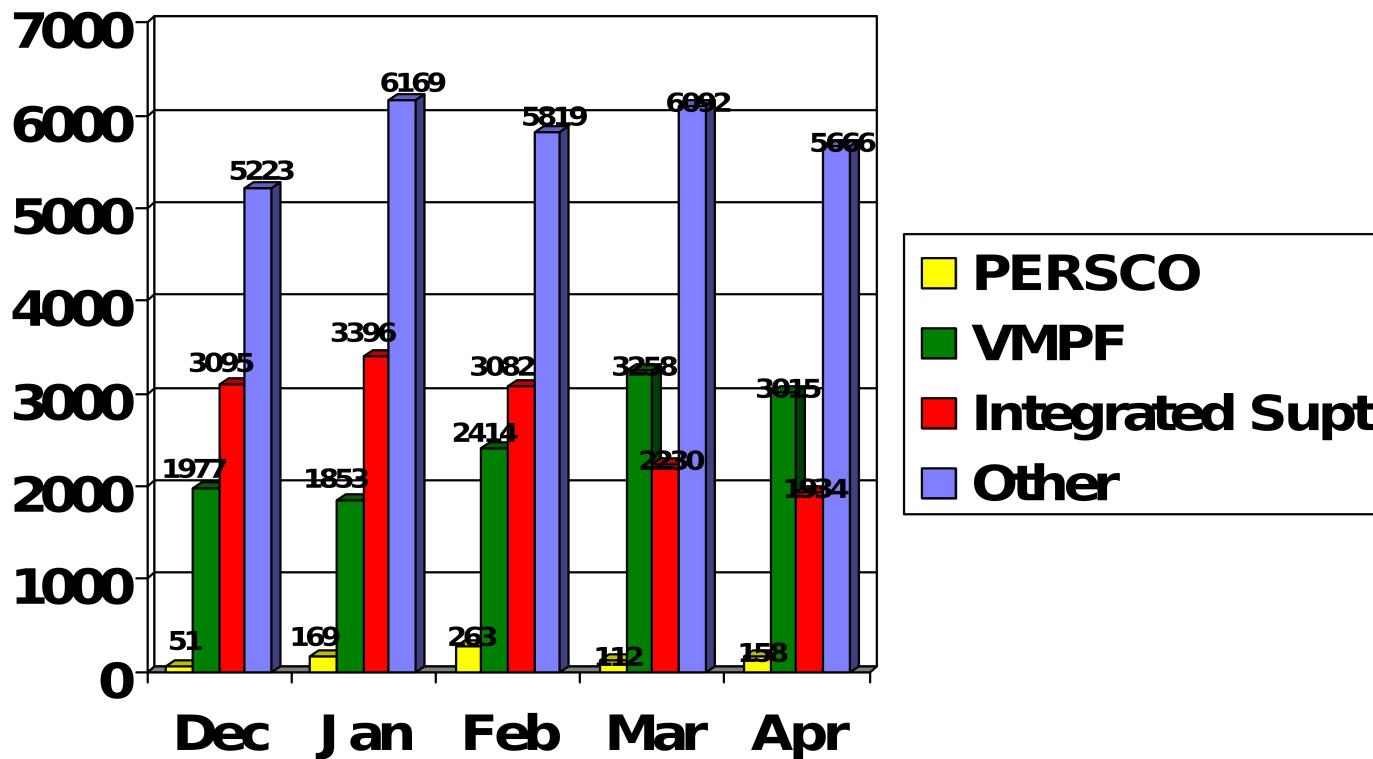


Already on the drawing board,
or under consideration (MMP).

- Retirements
- Reenlistments
- Virtual In-processing
- AMS Functionality
- OPB Corrections
- Electronic Records
- Record Review
Process



Contact Center Functionality





Way Ahead



Future Considerations:

- MPF/CSS manning will continue to shrink
- Personnel workload is not decreasing
 - Contact Center will continue to pick up portions of workload from field-level activities

Transformation will require:

- OPRs to establish requirements for simpler processes
- Personnel to optimize self-help and web-based applications
- Centralized MPF functionality where technologically feasible
- Improved support to expeditionary forces...worldwide 24/7

Consistent with Air Staff Vision of Customer Service Transformation

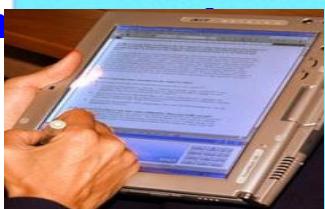
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E-Records - Business Model



Records Man



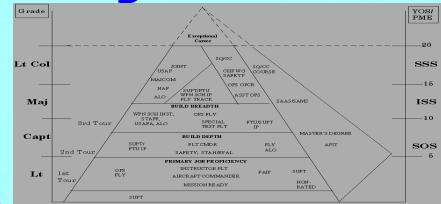
- ARMS
- CMS

Individual Access



Virtual Military Personnel Flight (VMF)

Assignments



Force Development (FD)

**E-
RECORDS**
**Record
Images**

DOD /DPRIS



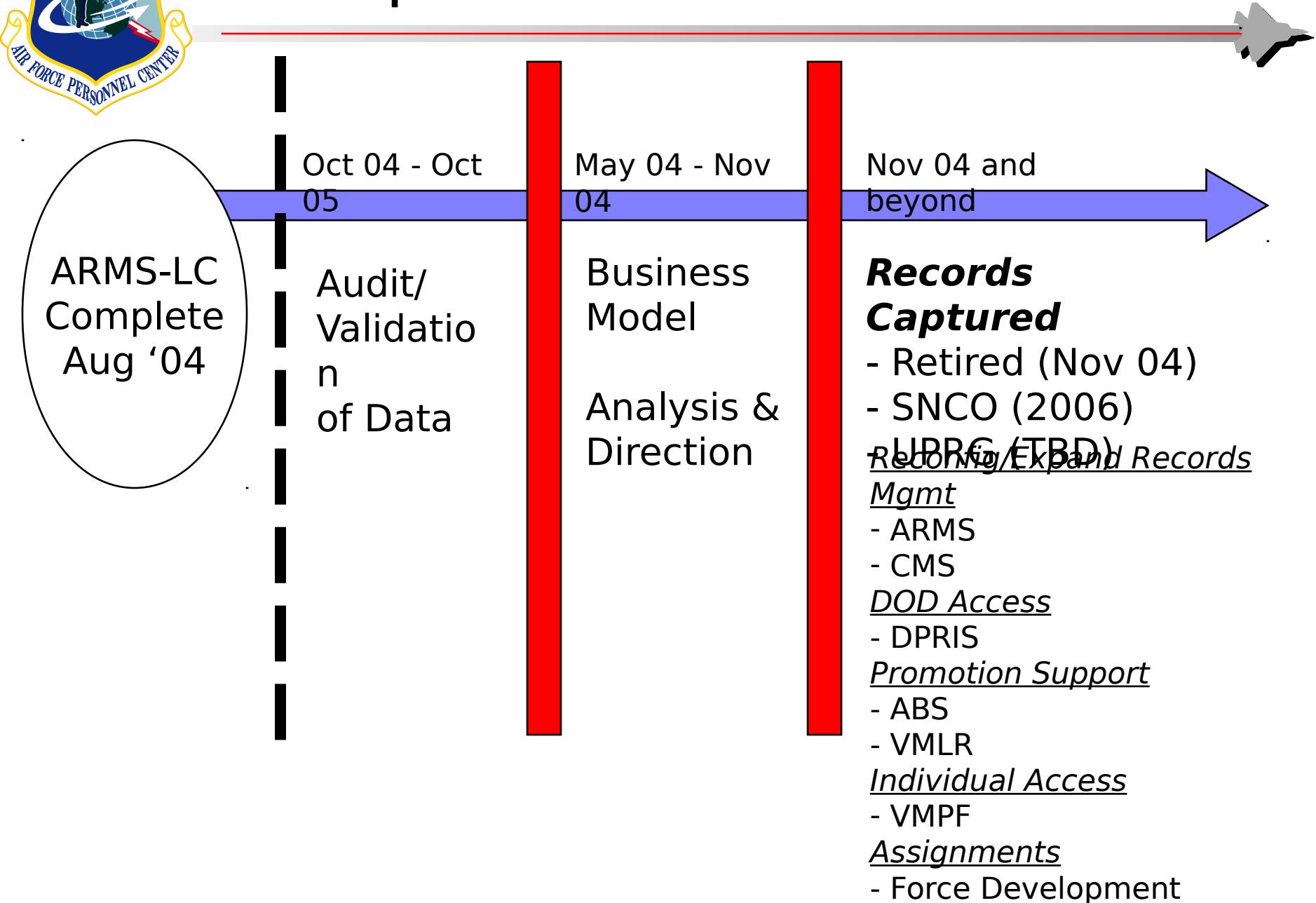
- VA
 - DOL
 - SSA, and others
- ## Promotions



- MAJCOM
- Automated Support**
- Automated Board Support (ABS)



Requirements Timeline





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QUESTIONS?

America's Air Force, No One Comes Close